

**Report To:** Performance Scrutiny Committee

**Date of Meeting:** 11<sup>th</sup> April 2013

**Lead Member/Officer:** Lead Member for Public Realm/  
Head of Planning and Public Protection

**Report Author:** Head of Planning and Public Protection

**Title:** Denbighshire CCTV Service

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**1. What is the report about?**

1.1 To provide Members with an update on the Council's CCTV function.

**2. What is the reason for making this report?**

2.1 To provide Members with information on the operation of the Council's CCTV function and its partnership working with other agencies including North Wales Police.

**3. What are the Recommendations?**

3.1 It is recommended that Members note and provide observations on the contents of this report, support the existing arrangements within the CCTV Team and request a more detailed report on any aspect of the CCTV function as Members feel appropriate.

**4. Report details**

**Background**

4.1 The Council's CCTV system is operated and managed by the Planning and Public Protection Service. It is located in Rhyl Police Station.

4.2 The provision of a public space CCTV service is a major contribution towards Denbighshire's responsibilities under the Crime and Disorder Act 1998, and is highly regarded by North Wales Police as providing an excellent and essential service.

4.3 Besides the police, partnership working with other council teams and external agencies is an important and essential element of the CCTV service and involves close working relationships with Community Safety Enforcement, Licensing, Tourism, Public Realm, Coastal Facilities, Environmental Health, Housing Enforcement, Fire Service, Coast Guard & Lifeboat services, Ambulance Service, RSPCA, private security firms etc.

- 4.4 The primary purpose of the system is to support the Community Safety Partnerships approach to reduce both the level of crime and fear of crime, to provide a safe public environment for the benefit of those who reside, visit and work in the area.
- 4.5 Council Officers staff the CCTV control room, working shifts to provide 24 hour cover, 7 days a week, 365 days per year. The Control Room has 10 staff, comprised of 1 full-time CCTV Supervisor, 5 full-time and 4 part-time CCTV operators. 2 full-time operators left in 2012 and have not been replaced, due to the need to make significant savings in the region of £100k by 2014/15 in the Council's CCTV budget.

**Activity:**

- 4.6 There are currently 80 permanent public space CCTV Cameras, covering Rhyl, Prestatyn and Rhuddlan. All of these cameras can pan, tilt and zoom (PTZ) allowing the operators full control of the cameras. The cameras are linked to the CCTV Control Room by fibre optic cables, providing excellent picture quality. Pictures are monitored by the staff and recorded, with recording kept for 30 days.
- 4.7 There are 58 cameras in Rhyl, 18 cameras in Prestatyn and 4 cameras in Rhuddlan. The Control Room records 5 ANPR (Automatic Number Plate Recognition) cameras which have the ability to feed data directly to North Wales Police for live checking against the Police National Database for stolen or flagged vehicles of interest. The Control Room also has live access to 18 bus shelter cameras at Rhyl and Prestatyn Transport Hubs.
- 4.8 The Control Room has remote access to CCTV at the Lon Parcwr Ruthin Highways Depot, Kinmel Park Depot and at the Marsh Road Rhyl Recycling Centre, as well as 4 school external cameras which can be monitored by CCTV Operators.
- 4.9 The CCTV Control Room can also remote connect to view the Town Council owned CCTV system in Llangollen. Denbigh Town Council also has a CCTV system.
- 4.10 The team has 6 Re-deployable CCTV cameras (RCCTV) which can send limited quality pictures back to the control room via the airwaves. The cameras are normally deployed on lamp posts in specific areas and locations e.g. following the recent floods in St Asaph and Ruthin, 4 of the cameras have been redeployed to monitor the vacated properties for security reasons. The RCCTV system also provides recording for 4 cameras owned by North Wales Police and North Wales Fire and Rescue Service (via its joint partnership Arson Reduction Team). The 6 RCCTV Council cameras are due for renewal over the next 6 months. A management decision has been taken not to renew them and to encourage Council departments and outside agencies to make their own arrangements for RCCTV with the CCTV Control Room willing to accept the pictures and monitor for a modest charge.
- 4.11 During the calendar year 2012, the CCTV Control Room instigated, assisted or monitored 3732 incidents within the 3 Denbighshire towns of Rhyl, Prestatyn

and Rhuddlan (2011 4408 incidents). The average annual incidents recorded over the past 3 years (2010-2012) are 4125 per year, with a monthly average of 344 incidents per month.

- 4.12 CCTV responds dynamically to a range of incidents that are detected through reactive monitoring of the cameras, proactive 'project work' (e.g. dog fouling), pre-planned surveillance that is usually intelligence led, retail radio link, pub watch etc.
- 4.13 During 2012, CCTV recorded 64 offences relating to littering, illegal signage and fly tipping, 54 incidents relating to dog fouling, 7 incidents of graffiti and 92 licensing related matters. Also during 2012 CCTV supported the Air Show recording 23 related incidents, 37 incidents in the Rhyl Underground Car Park, 12 incidents at Rhyl Drift Park, 144 incidents of Street Drinking, 25 incidents of public urinating and 269 incidents of Antisocial Behaviour. CCTV also recorded 41 sexual assaults and indecent behaviour, 66 incidents relating to domestic violence, 14 hate related incidents, 180 medical/safety incidents, 159 incidents of public disorder and 248 assaults. CCTV also recorded 90 Road Traffic Collisions, its highest ever. It kept observations for 161 persons, 206 missing persons/children and recorded 34 incidents involving weapons and firearms.
- 4.14 The CCTV Department also provides secondary services for the Council by being the Emergency Out of Hours Customer Service Contact Centre (i.e. acts as the Council's main point of contact during the evenings, at night, at weekends and public holidays), CCTV recorded a total of 2085 out of hours emergency calls in 2012 (2011: 1649).

## **Finance – see appendix 1**

### **Future**

#### **North Wales Regional CCTV Project**

- 4.15 The NW Regional CCTV feasibility study is 4 years old, it began by looking into a business case to replace the 6 North Wales Control Rooms with 1 Regional CCTV Control Room. The project is being led by Conwy CBC. The study was funded by an £800k Welsh Assembly 'Invest to Save' Loan which must be repaid between all LA's, currently an estimated £180k has been spent on project staff, consultancy and analysis costs.
- 4.16 In December 2012, the Project Leadership Board consisting of 6 Chief Executive Officers decided that there should be a regional CCTV service but based on 2 Control Rooms with one in Wrexham while the location of the other Control Room is still under discussion. Regional meetings continue to take place and a decision as to whether the project is to proceed or not is expected soon. If it is to proceed the implications to the Council will need to be assessed. The relevant Lead Member is the Lead Member for Public Realm who receives regular updates.

### **Other Opportunities**

- 4.17 If the Regional Project does not proceed then the Council will need to consider how to develop the CCTV function while making the required £113k savings.

This will include looking at reducing costs (e.g. not providing a 24/7 service, looking at collaboration opportunities at a sub-regional level etc.), and increasing income (e.g. providing an improved service to the Police and re-negotiating their contribution, greater security support to Council assets, a re-negotiation of existing internal recharges, greater alarm monitoring and key holder services, enhanced lone working tracking, monitor Town Council CCTV systems, commercial monitoring opportunities, traffic enforcement, provide monitoring service for others employment of RCCTV, rapid deployment CCTV systems etc.).

**5. How does the decision contribute to the Corporate Priorities?**

- 5.1 The operation of a CCTV service directly contributes towards the corporate priorities of protecting the vulnerable within our communities and keeping our streets clean and tidy.

**6. What will it cost and how will it affect other services?**

- 6.1 All costs are contained within existing service budgets.

**7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.**

- 7.1 The potential impact of this decision has been assessed and determined to be not significant since it does not propose a change to existing processes.

**8. What consultations have been carried out with Scrutiny and others?**

- 8.1 None.

**9.0 Chief Finance Officer Statement**

- 9.1 There are no direct financial implications as a result of this report, although approximately £100k savings from the CCTV budget have been committed in the Council's medium term financial plan. Savings targets used in the financial assessments need to reflect the current CCTV budgets.

**10 What risks are there and is there anything we can do to reduce them?**

- 10.1 There are no risks associated to this report.

**11. Power to make the Decision**

- 11.1 No formal decision is required.

**Contact Officer:**

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